



SOCIAL SECURITY

The Commissioner

May 24, 2004

The Honorable Richard B. Cheney
President of the Senate
Washington, D.C. 20510

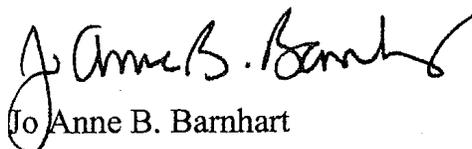
Dear Mr. Cheney:

The purpose of this letter is to transmit to you the Social Security Administration's (SSA) Report to Congress on Fiscal Year 2003 Competitive Sourcing Efforts as required by the Consolidated Appropriations Act of Fiscal Year 2004. The report has been prepared in accordance with the Office of Management and Budget's (OMB) guidelines.

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If there are any questions concerning the report, your staff may contact Myrtle S. Habersham, Chief Strategic Officer, at 410-965-7401.

Sincerely,



Jo Anne B. Barnhart

Enclosures:

Tab A - FY 2003 Competitive Sourcing Activities Summary

Tab B - Projected Number of FTEs Scheduled for Competition in FY 2004

Tab C - Alignment of SSA's Competitive Sourcing Processes with the Strategic Workforce Plan



SOCIAL SECURITY

The Commissioner

May 24, 2004

The Honorable J. Dennis Hastert
Speaker of the House of Representatives
Washington, D.C. 20515

Dear Mr. Speaker:

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May 24, 2004

The Honorable Ted Stevens
Chairman, Committee on Appropriations
United States Senate
Washington, D.C. 20510

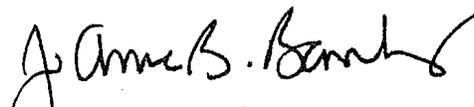
Dear Mr. Chairman:

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May 24, 2004

The Honorable Robert C. Byrd
United States Senate
Washington, D.C. 20510

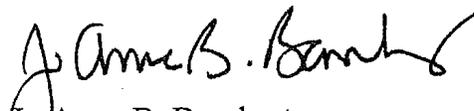
Dear Senator Byrd:

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May 24, 2004

The Honorable Susan M. Collins
Chairman, Committee on Governmental Affairs
United States Senate
Washington, D.C. 20510

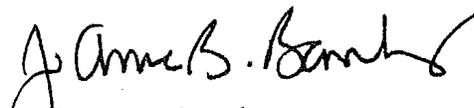
Dear Madam Chairman:

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May 24, 2004

The Honorable Joseph I. Lieberman
United States Senate
Washington, D.C. 20510

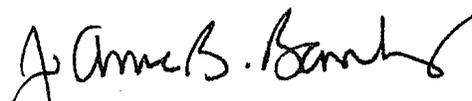
Dear Senator Lieberman:

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May 24, 2004

The Honorable Tom Davis
Chairman, Committee on Government Reform
House of Representatives
Washington, D.C. 20515

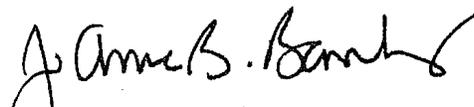
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May 24, 2004

The Honorable Henry A. Waxman
House of Representatives
Washington, D.C. 20515

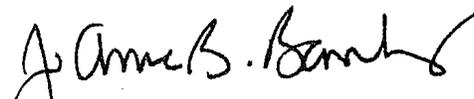
Dear Mr. Waxman:

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May 24, 2004

The Honorable E. Clay Shaw
Chairman, Subcommittee on Social Security
Committee on Ways and Means
House of Representatives
Washington, D.C. 20515

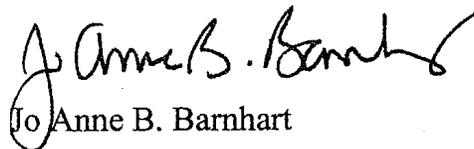
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SOCIAL SECURITY

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May 24, 2004

The Honorable Robert T. Matsui
House of Representatives
Washington, D.C. 20515

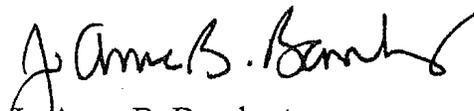
Dear Mr. Matsui:

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SOCIAL SECURITY

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May 24, 2004

The Honorable C. W. Bill Young
Chairman, Committee on Appropriations
House of Representatives
Washington, D.C. 20515

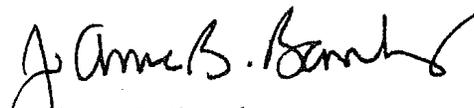
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May 24, 2004

The Honorable David R. Obey
House of Representatives
Washington, D.C. 20515

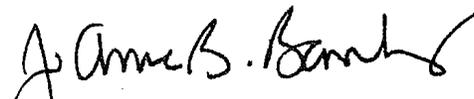
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SOCIAL SECURITY

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May 24, 2004

The Honorable Barbara A. Mikulski
United States Senate
Washington, D.C. 20510

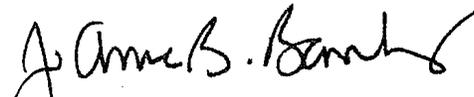
Dear Senator Mikulski:

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SOCIAL SECURITY

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May 24, 2004

The Honorable Paul S. Sarbanes
United States Senate
Washington, D.C. 20510

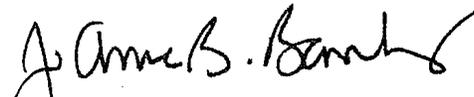
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SOCIAL SECURITY

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May 24, 2004

The Honorable Benjamin L. Cardin
House of Representatives
Washington, D.C. 20515

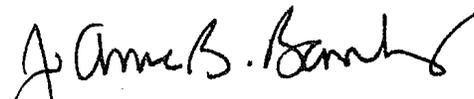
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The Honorable Tom Harkin
United States Senate
Washington, D.C. 20510

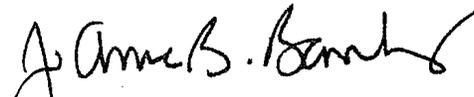
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The Honorable Arlen Specter
United States Senate
Washington, D.C. 20510

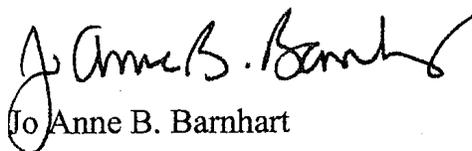
Dear Senator Specter:

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SOCIAL SECURITY

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May 24, 2004

The Honorable Charles E. Grassley
Chairman, Committee on Finance
United States Senate
Washington, D.C. 20510

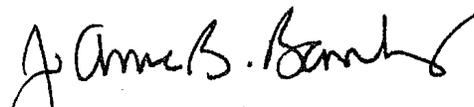
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The Honorable Max Baucus
United States Senate
Washington, D.C. 20510

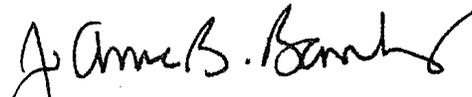
Dear Senator Baucus:

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May 24, 2004

The Honorable Ralph Regula
Chairman, Subcommittee on Labor, Health,
Human Services and Education
Committee on Appropriations
House of Representatives
Washington, D.C. 20515

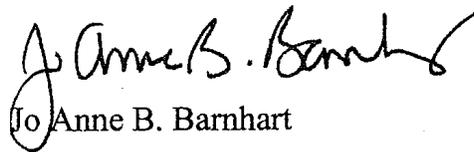
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**Social Security Administration
FY 2003 COMPETITIVE SOURCING ACTIVITIES SUMMARY**

COMPLETED COMPETITIONS
(Dollars in Millions)

Competition Description							Incremental Costs of Conducting Studies		Savings and/or Performance Improvements				
Function Completed/Description	Type of Competition	Location (State)	# of FTE in study	Start Date (Mo/Yr)	End Date (Mo/Yr)	Winning Provider	FY 2003 Costs	Total Cost -- All Years	Estimated Savings	Period of Est. Savings	Annualized Savings	Actual Savings (if available)	Quantifiable Description of Improvements in Service or Performance (if appropriate)
Function Code W826/W827, Office of Systems Software Validation and Testing	Streamlined (Old Circular)	MD	25	December -02	June-03	In-House	\$0.078	\$0.078	0	N/A	N/A	N/A	

SUMMARY:

Total number competitions		1
Total number of FTEs studied		25
Total FY 2003 costs to conduct studies (\$ in millions)	\$	0.08
Total anticipated savings associated with 2003 studies		0

Social Security Administration
FY 2003 COMPETITIVE SOURCING ACTIVITIES SUMMARY
 Announced Competitions
 (Dollars in Millions)

Competition Description					Incremental Costs of Conducting Studies	Anticipated Savings or Quantifiable Description of Improvements in Service or Performance (if available)
Function Competed/Description	Type of Competition	Location (State)	# of FTE in study	Start Date (Mo/Yr)		
Function Code S-999, HQ Facilities Maintenance	Standard (New Circular)	MD	94	June-03	\$ 0.248	No information is available at this time.
Function Code W600, Office of Systems Help Desk	Standard (New Circular)	MD	68	June-03	\$ 0.118	Competing this function allows the Agency to develop an MEO in order to more efficiently operate the Help Desk function. Use of satisfaction and quality measures to assess the level of service improvement are anticipated.
Function Code Y820,1 Office of Central Operations Mailroom,	• Direct I Conversion (Old Circular)	MD	292	March-03	\$ 0.038	
• Function Code ; Y415, OHA File 1 Folder Assembly I	* Direct Conversion (Old Circular)	Nationwide	221	March-03	\$ 0.008	

SUMMARY: 4
 Total number competitions
 Total number of FT Es being studied 675
 Total FY 2003 costs to conduct studies (\$ in millions) \$ 0.412

- SSA is no longer pursuing direct conversion of these activities. SSA is currently evaluating how best to proceed.

**Total Projected Number of Full-time Equivalents
Scheduled for Competition in Fiscal Year 2004**

The Social Security Administration estimates that approximately 290 full-time equivalents (FTEs) will be scheduled for competitions in Fiscal Year (FY) 04. The competitive sourcing studies planned for that time period and the corresponding numbers of FTEs are listed below:

Readers and Assistants for Employees with Disabilities (206 FTEs)

Parking and Badging (9 FTEs). This study was announced on February 24, 2004 and a performance decision announcement was made on April 9, 2004. Motor Vehicle Operators (27 FTEs)

Printing of SSN's and Notification Notices (17 FTEs)

Remittance Clerks (31 FTEs)

How the Social Security Administration's Competitive Sourcing Processes Are Aligned with the Strategic Workforce Plan

The Social Security Administration has developed a Human Capital Plan (HCP) in support of the President's Management Agenda item on the Strategic Management of Human Capital. The HCP, which is aligned with the Agency Strategic Plan, shows that we are using competitive sourcing studies to examine various methods for providing high-quality, citizen centered service. The HCP includes SSA's Competitive Sourcing Human Resources Plan, which outlines alternatives for employees who are displaced as a result of competitive sourcing. It also includes SSA's Labor Relations Strategic Plan, which addresses labor relations obligations and issues arising from competitive sourcing. In addition, we have involved career counselors on the potential impact of competitive sourcing initiatives. These items are addressed in the Workforce Planning and in the Strategic Alignment sections of our HCP. They are also included in our Future Workforce Transition Plan, a long standing planning document which we have incorporated into the HCP.

Representatives of the Office of Human Resource (OHR), Acquisition and Grants (OAG), and General Counsel (OGC) are active participants on SSA's Competitive Sourcing Workgroup. Additionally, the workgroup is composed of representatives from several of SSA's offices involved in studies or direct conversions. The Office of Competitive Sourcing is responsible for assuring that all competitive sourcing activities meet the statutory and regulatory requirements set forth in OMB Circular A-76.